SINGLE CORPORATE SERVICES

Digital

Job title:	Clinical Systems Engineer	*To be completed by HR*
Reporting to:	Service Desk Supervisor	*Job Reference Number 2022/034*
Accountable to:	Clinical Systems and Operational Delivery Manager	
Pay Band:	5	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

To support the delivery and improvement of local health care services by ensuring corporate Clinical Application Systems are supported and maintained efficiently and securely to maximise their availability and usefulness to users across Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust. This will include assisting with the delivery of effective support and advice to Clinical Application end users, working in the pressured environment for front-line patient care, to whom the complexity of Clinical Applications Systems is a critical tool in the delivery of that care.

The Digital Service Desk will continue to deliver the high level of service our users expect, no matter the type of call received. To support this vision and transformation we will support learning and development of all the team members to enable then to resolve all calls whether they be Clinical Systems or IT Operations specific.
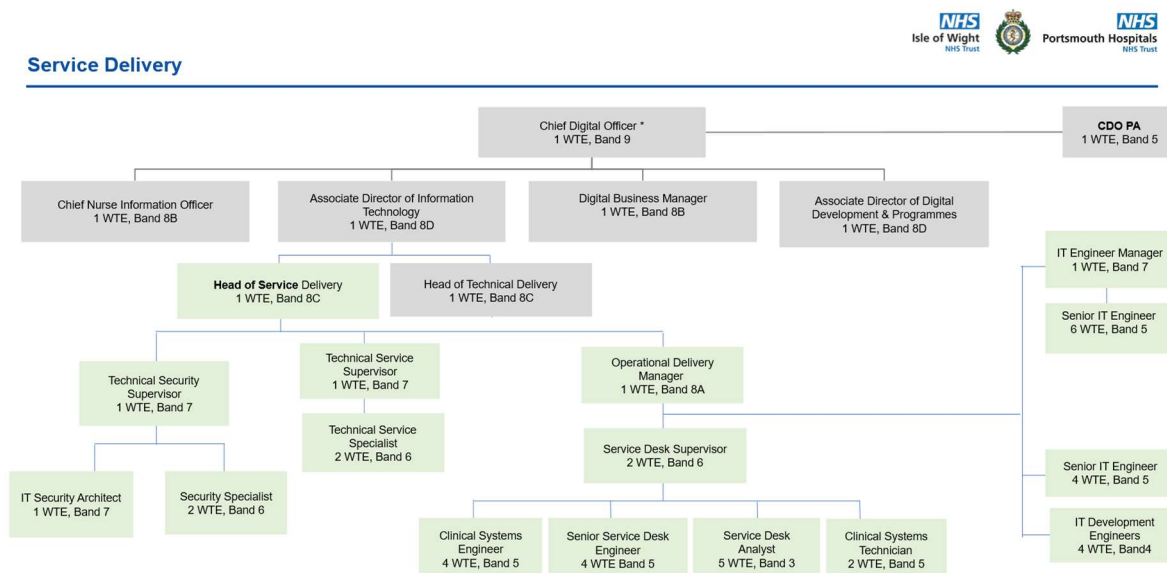
The Digital Clinical Systems Engineer role is key in the provision, support and maintenance of the Clinical systems used within all services.

- The post holder will be required to interpret relevant policies and use their own initiative to ensure the clinical systems record all required data.
- The job holder is required to take responsibility for maintaining master files within the systems they support.
- They need to create processes to ensure data completeness and accuracy by identifying and analysing data anomalies.
- They instigate corrective action through communication with department managers and working with the Digital Trainers to train and re-educate staff.
- The job holder needs to ensure that all reporting timetables within the Trust and for external information users are met.

NHS
Isle of Wight
NHS Trust

NHS
Portsmouth Hospitals
University
NHS Trust

Job summary

- Required to have in depth knowledge of work practices and procedures within the Hospital along with the technical system knowledge to ensure systems are maintained and supported correctly.
- Responsible for developing processes to be provided to other departments to enable changes to national policies to be implemented
- Responsible for the operation and maintenance of information systems across a number of departments within the hospitals.
  - CLINiCOM / Patient Centre Patient Administration System (PAS),
  - VitalPAC / EDS Ward based system for vital signs, observations, assessments etc.
  - ICE Requesting Application – Requests for both Pathology / Radiology both internal and external partners.
  - Minestrone - Electronic Patient Record (EPR) System,
  - e-CareLogic – Electronic Patient record (EPR) System
  - BedView – Bed Management System
  - Oceano – ED Application
  - Symphony – ED Application
  - Windip Electronic document server and scanning service,
  - EPRO / TPRO Digital Dictation system and Video Consultation
  - Plexus – Outpatient Check in Kiosk Solution
  - Concentric – e-consent
- To ensure knowledge is kept up to date a close working relationship is required with departments that use their systems to ensure procedural changes are reflected in the system master file maintenance
- Act as 2nd line support to the Service Desk with the aim to help reduce and resolve issues by interrogation of the clinical systems and log tickets with 3rd party suppliers to provide resolution.
- Develop expertise and specialism for the support and testing of clinical systems, as required.

Organisational Chart

NHS
Isle of Wight
NHS Trust

NHS
Portsmouth Hospitals
University
NHS Trust

Specific Core Functions

- To configure system master files to ensure information is collected as required for local and national reporting.
- To provide and process knowledge to diagnose the cause of problems through effective questioning of end users.
- Follow departmental procedures for dealing with clinical system faults, ensuring that tickets are logged on the 3rd party supplier's incident tracking system and work with supplier to find resolution.
- To ensure information required for excellent patient care is recorded efficiently and accuracy.
- To analyse collected data for any quality issues. If required present the findings to department managers and implement the appropriate remedial action.
- You may be required, at times, to work outside of standard working hours
- You will be required, once suitable experience has been attained, to take part in the On Call Digital rota
- External training may also be required especially for major upgrades and new systems they will be required to support
- It is expected that the job holder plans how required goals are to be achieved with reference to internal and external policies. Additional guidance might be obtained from higher managers or communicating with systems suppliers or equivalent colleagues in other hospitals

Key Responsibilities

Communication and Working Relationships

- To communicate with Senior Managers, Clinicians, Operational Managers to understand the system configuration required to meet the needs of the Hospital. To ensure the configuration will also meet the local and national reporting requirements. Provide regular feedback on progress, outcomes and issues.
- Communicate complex analytical matter to non-analytical professionals, to advise and influence the correct techniques and systems to use.
- Communicate with system suppliers to check progress on 3rd party tickets and assist with diagnosis and resolution of system anomalies.
- Develop SOPS and processes to enable the team to provide a high level of service to the Trust.
- Work with system owners and administrators to ensure data held and recorded on Trust systems is of as higher quality as possible by developing data quality processes to monitor the information imputed into the systems that are managed.
- To work positively with colleagues to maintain effective relationships.
- Provide complex reports to senior management and key stake holders to make effective decisions.

Analytical and Judgement

- Responsible for detailed data analysis to manage any data quality issues that may arise and rectifying these issues in the appropriate manner.
- Creating and maintaining detailed documentation relating to use of the systems supported along with master file maintenance.
- Provide expertise to departments for the use of new or updated system processes. Ensuring any data collected will meet the relevant internal and external policies
- Monitoring, analysis and validation of service level agreements highlighting and investigating all anomalies raised.

- Provide performance management and analytical support including support to the development of business cases. Is this needed?
- To consider the maintenance of new systems, ensuring that the data requirements are fully understood and supported. To advise and investigate opportunities exploring solutions to support the Trust.
- To be able to analysis and interpretation of complex data for areas of interest and investigation.
- To produce data extracts, validate and submit them to NHS Digital in accordance with their schedules. – Not sure this role would submit data extracts to NHSD – this would be analytics.
- Highly developed specialist knowledge over a range of clinical systems.

Planning and organising

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.
- The post holder will be expected to be able to prioritise the ever-changing workload to be able to provide excellent service to internal and external customer with day-to-day issues on the different systems and keeping customers informed on progress.

Physical Skills

- Self-motivated and capable of demonstrating initiative to solve problems and make decisions
- Logical and efficient, with good attention to detail
- Makes effective use of learning opportunities within and outside the workplace
- Good attendance record
- Standard keyboard skills/ inputting, and manipulating data, into computer databases and systems

Patient Client Care

- Any patient contact will be incidental

Policy and Service Development

- To contribute to the development and implementation of Policies and Procedures as required by processing changes to support National and local requirements and policy changes.
- Work closely with other agencies and services in the implementation of local and national programmes for Digital and requirements of the Information Governance Toolkit.
- Keep abreast of and where appropriate action published Data Dictionary Change Notice (DDCN), Data Set Change Notice (DSCN) or Information Standards Notice (ISN). To develop plans and policies for system changes to meet the changes as detailed and communicate these to any relevant directorates.
- To be responsible for goal setting objectives commensurate to individual projects and timescales initiating an audit trail in accordance with Trust policies and procedures.

Financial Management

- To be aware of costs generated by the Team and ensure effective use of such resources.

Management/Leadership

- To attend relevant training days and Trust forums as required.
- Compliance with Trust arrangements for continuing professional development.
- Able to support and demonstrate activities and work routines to others in own work area.

Information Resources

- Expertise in multiple Information systems, software and procedures is essential.
- Assist in the development and maintenance of robust procedures for the management of all corporate Clinical systems.
- Ensure that the 'Safehaven' environment is adhered to at all times in the interests of confidentiality to the patient.
- An in-depth understanding on the systems that interface with each other.
- Be able to troubleshoot complex issues effecting multiple connected systems.
- Work with appropriate information tools and extend their use throughout the Trust.
- Liaise with software providers for system fix resolutions. .

Research and development

- Undertake appropriate research in the latest updates on information analysis and data systems.
- To understand working processes within other departments to ensure systems are maintained , supported and tested to meet their requirements
- To be able to understand where ISN's, DDCN's & DSCN's might affect working practices, research the implications and provide solutions

Freedom to Act

- Required to work unsupervised and on own initiative according to the controls in place.
- Manage own and team's workload as required to ensure required results are achieved and deadlines are met.
- Resolve day to day problems independently.
- Work within and according to Isle of Wight NHS Trust, Portsmouth Hospitals University NHS Trust and National policies and procedures ensuring they are interpreted correctly.
- Accountable for own actions and your teams.
- To hold a clean driving licence
- To attend external meetings and conferences across the country.
- Attend high level meetings with Key stake holders to actively advise and guide using our expert knowledge and judgement to decide future trust polices.

Physical effort

- There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time,

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	• Degree in IT or business-related subject or equivalent relevant experience	• ITIL Foundation • Knowledge of business process documentation techniques	**Application and Interview**
Experience	• Application incident and problem management skills • Understanding of NHS data standards and NHS data items. • Understanding of equality and diversity issues and how this affects patients, visitors and staff	• Significant experience of multiple information Systems gained in a work environment	**Application and Interview**
Knowledge	• Knowledge of specific healthcare/clinical related applications such as PAS (Patient Administration System), EPR (Electronic Patient Record), and eReferrals	• Knowledge of business change process analysis and design techniques • Evidence of reflection and evaluation of knowledge and skill gaps	**Application and Interview**

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to
- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.